

Front Line Leadership

Front Line Leadership is a flexible, multi-module program that provides new and current leaders with a practical toolkit to become the leader their employees need. This learning experience enables leaders to create work environments that foster employee engagement and improve the performance of their employees and themselves.

Audience

Leaders of people in a supervisory role. Ideal audience is first-time or newly promoted leaders, however more seasoned leaders without prior formal training will benefit from participating.

Program Objectives

By the end of this program, leaders will be able to:

- Articulate the skills, behaviors, and attitudes needed for effective leadership at their organization
- Understand the psychology of employee engagement
- Utilize the appropriate tools from their newly built toolkit to communicate effectively, reduce conflict, improve employee performance, manage change and enhance team effectiveness

Module Outline

Module 1: The Role of the Leader

This introductory session sets the stage for the program. The important role leaders play in the success of the organization is examined. Their role in comparison to other levels of leaders is clarified.

Module 2: Understanding Personalities

This session introduces a model for understanding personality attributes and styles. How an individual's style effects their communication, decision-making and delegation skills is examined.

Module 3: Engaging and Empowering Employees

The relationship between employees and leaders is only one factor that impacts how engaged an employee is at work. This, along with the others, are discussed so that leaders can align their behaviors and actions to create an engaged workforce.

Module 4: Communication Effectiveness

Communication is a core function of leadership. Being in a leadership role today necessitates competency in listening, interpreting non-verbal communication and writing clear messages. This session discusses how these communication skills are vital to improving interpersonal relationships.

Module 5: Managing Change

Front line leaders are often in a position to communicate changes made by upper management. This session provides tactics to communicate changes positively, while being prepared for employee's - and their own - reactions to the messages.

Module 6: Managing Performance

At the heart of delegating work is the ability to provide clear direction and set achievable goals. This session introduces the steps needed to establish and communicate expectations.

Module 7: Providing Performance Feedback

The behaviors needed for an effective coaching and feedback conversation are presented. Leaders will understand the role coaching plays in managing employee performance.

Module 8: Moving from Conflict to Collaboration

Conflict is a natural part of any work environment. When handled properly, it can result in better, more creative solutions. This session provides clear strategies and techniques for effectively managing conflict between individuals and teams.